Aljen Joyce Paglinawan

Logistics Coordinator & Customer Service Specialist

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PROFESSIONAL SUMMARY

Logistics Coordinator and Customer Service Specialist with 5 years at ABM Global, an Australian e-commerce company. Started in customer service handling order enquiries, returns and warranty claims, then moved into logistics to coordinate order dispatch, couriers, tracking and delivery exceptions. Strong written English, experienced with Australian business hours and peak sale seasons, and focused on solving problems before they reach the customer.

WORK EXPERIENCE

Logistics Coordinator — 2024 – Present

ABM Global · Australian e-commerce · House of brands

- Monitor daily order release and dispatch, and flag orders at risk of missing the courier cut-off
- Follow up couriers on delayed, lost and damaged parcels, and lodge and track courier claims
- Manage delivery exceptions such as failed deliveries, address issues and returns to sender
- Coordinate bulky-item deliveries (furniture, fitness equipment) with couriers and customers
- Keep the customer service team updated so customers hear about delays before they ask

Customer Service Representative — 2021 – 2024

ABM Global · Customer support for Australian online shoppers

- Answered order enquiries, delivery updates, changes and cancellations
- Processed returns, refunds, replacements and warranty claims for faulty items
- Worked with the warehouse and logistics team to resolve delivery problems
- Supported the team through peak sales such as Click Frenzy, Black Friday and Boxing Day

CORE SKILLS

- Order Dispatch & Fulfilment
- Courier Coordination & Claims
- Tracking & Exception Handling
- Inventory & Stock Checks
- Written Communication (Email & Chat)
- Returns, Refunds & Warranty
- Complaint Handling & De-escalation
- Ticket Prioritisation

TOOLS & PLATFORMS

Shopify · Zendesk · Gorgias · Google Sheets · Excel · Courier Portals · Marketplace Portals · Slack · Google Workspace · Canva

LANGUAGES

English – Fluent, written and spoken
Filipino – Native
Cebuano / Bisaya – Native

EDUCATION

Bachelor's Degree (add your course)
Add your school, Cagayan de Oro City · 20XX – 20XX

Senior High School (add your strand)
Add your school, Cagayan de Oro City · 20XX – 20XX

CERTIFICATIONS & AWARDS

- Promoted to Logistics Coordinator (ABM Global · 2024)
- 5 Years of Service (ABM Global · 2021 – 2026)
- Peak Season Support: Black Friday & Boxing Day (ABM Global)